



*The Mission of the Fluvanna Free Library is to offer information, education, and entertainment to the public through books, DVD's and computers.*



## **PATRON RESEARCH ASSISTANCE POLICY**

1. It is advisable for a library patron to make an appointment in advance when needing assistance with research or other individualized requests. This can be done by calling the Fluvanna Free Library at 716.487.1773 or by emailing the library at [info@fluvannalibrary.org](mailto:info@fluvannalibrary.org).
2. Requested reference will be conducted at the circulation desk. Patrons are not permitted behind the circulation desk. The librarian will not sit at a public computer when providing research assistance to a patron.
3. Appointments and/or assistance or research purposes are not to exceed 15 minutes, timed by the library staff. After such time, reference sourced based on copyright guild lines may be printed out at the patron's request and expense.
4. The librarian is not responsible for typing papers, reports or taking dictation. No Exceptions.
5. Patrons requesting assistance without an appointment will be assisted by the library staff in a timely manner based on librarians available scheduling and the needs of other patrons present. Requesting a specific staff person is not permitted.